

# Recycled Water Fill Station

This program provides clean, safe, tertiary-treated recycled water to residential customers to pick up at a select location and time, to be used for hand-watering of outdoor plants.

The program is offered at set times and locations. There is an annual application fee of \$75. Please visit [nmwd.com](http://nmwd.com) for more information.

**The Recycled Water Fill Station will be open on Fridays from 9am – 1pm beginning on April 15th.**

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## Access Your Water Use

A WaterSmart portal was developed as a part of the new AMI (Advanced Metering Infrastructure) system, and we encourage you to sign up and log in to get acquainted with the system and learn more about your water use. The portal gives customers access to hourly water use data and the ability to set up alerts for high use and leak events.

Please visit the District's website at [nmwd.com](http://nmwd.com) to learn more about accessing the WaterSmart portal (and online bill pay). If you experience any issues registering or logging in to the WaterSmart portal, please call 415-897-4133, and a staff member can guide you through the process.



## Drought Is Here. Save Water.



For more info visit [nmwd.com/drought](http://nmwd.com/drought)



NORTH MARIN  
WATER DISTRICT

# The Waterline

Novato Service Area Newsletter | Issue 48



## Drought Is Here. Save Water.

Tony Williams, General Manager

We are in a three-year drought and are asking Novato residents to continue to do their part to save water with a 20% water reduction goal. Despite an impressive early winter rainfall, the total through April, 2022 is 25% below average at 20 inches. Fortunately, year-to-date rainfall has been sufficient to generate runoff into Stafford Lake. This runoff combined with back-feeding of Russian River water into the Lake has increased capacity from a low of 28% in early October, 2021 to just over 77% through April, 2022.

Sonoma County Water Agency's (SCWA) Russian River water delivery system typically provides 70-80% of our annual supply from Lake Sonoma. However, through the end of April, Lake Sonoma water level is only 58% of capacity, meaning reduced deliveries to North Marin Water District and other contractors by a minimum of 20% this summer - for the second year in a row.

On October 19, 2021 the board adopted a second Amended Emergency mWater Conservation Ordinance No. 41. This extends the non-essential water use prohibitions, suspension of new connections and the drought surcharge past November 1, 2021, including the stage 2 mandate for 20% reduction in water use to be achieved with non-essential water use prohibitions. The drought surcharge will continue until the board declares Stage 2 conditions have ended.

Percentage reductions are based on the Novato Service Area as a whole and are not an individual ration of your water use. Reductions can be



achieved by eliminating water waste and non-essential usage, and by reducing water applied to landscaped areas.

Our Mediterranean climate results in year-to-year rainfall fluctuations. One of our strategic goals is to increase local supply and long-term supply reliability. North Marin Water District is participating in a Regional Water Supply Resiliency Study with SCWA to address this goal. We have also undertaken the largest capital improvement project in the District's history, in partnership with Novato and Las Gallinas Valley Sanitary Districts, to increase our drought-proof recycled water supply from 2% of our summer water needs to over 10%.

In 2019, North Marin Water District became one of the first California water districts to convert 100% of its water meters from manually-read mechanical units to electronic units that offer hourly usage reporting. Visit our website on how to use the new WaterSmart portal to monitor your water use.

## Drought 2022: Summary of Prohibitions

- Gutter flooding (unreasonable irrigation overspray or irrigation run-off onto pavement, down a gutter, ditch or other drain).
- Failure to repair a controllable leak of water within a reasonable time.
- Washing privately-owned motor vehicles, trailers and boats except from a bucket and hose equipped with an automatic shut-off nozzle for a quick rinse.
- Washing down exterior paved areas.
- Refilling an existing pool drained after July 1, 2021 or initial filling of a new pool after July 1, 2021.
- Overhead/above ground irrigation is only allowed 3 days/week:
  - Odd-numbered addresses can irrigate on: Monday, Wednesday and Friday
  - Even-numbered addresses can irrigate on: Tuesday, Thursday and Saturday
- Overhead/above ground irrigation is only allowed during the hours of 7pm to 9am.
- Customers using more than 300 gallons per day who wish to use overhead/above ground irrigation must maintain a 20% reduction in water use compared to 2020. Unsure if you meet the 20% reduction requirement or use less than 300 gallons per day? Check your WaterSmart portal at nmwd.com

This list serves only a summary of the water use prohibitions in Emergency Water Conservation Ordinance 41. For the full list of prohibitions, please visit nmwd.com. For questions on the water use prohibitions or to report a violation, call 415-761-8944 or email waterconserve@nmwd.com



## Water Smart Savings Program

North Marin Water District wants to help customers use water efficiently. The Water Smart Savings Program encompasses all you need to get started on saving water and saving money. Call 415-761-8944 for program participation details or visit nmwd.com

### Water Smart Mulch Rebate

Mulch purchase and installation can be rebated at 50% of the cost of approved mulch materials, up to \$200 (increased during this drought period).

### Cash for Grass Rebate - Increased Incentive!

Get cash for removing irrigated and maintained lawn and replacing it with low water use plants - up to \$100 per 100 square feet now available. Pre-qualification is required.

### Water Smart Home Survey

This free service includes thorough indoor and outdoor water efficiency checks. Virtual surveys or phone guidance offered at this time.

### Water Smart Landscape Rebate

Rebates available for water-efficient landscape equipment, such as a new drip irrigation system replacing a spray system, or a rain shut-off device.

### Pool Cover Rebate

Rebates available for replacement pool covers.

### High-Efficiency Clothes Washer Rebate

A rebate is offered when purchasing a qualifying high-efficiency clothes washer.

### Rainwater Catchment Rebate

Rebate for collection and storage of rainwater.

### High-Efficiency Toilet Rebate

Customers replacing an old water-guzzling toilet with a high-efficiency one may be eligible for a rebate.

### Weather-Based Irrigation Controller Rebate

Rebate for weather-based irrigation controllers that use weather data and site information to automatically adjust watering times and frequency.

### Greywater Rebate

Rebate available for installation of qualified greywater systems.

## Water Supply Enhancement Studies

The District has conducted a Local Water Supply Enhancement Study which has considered numerous options to develop new local water sources. The goal is to ensure the District has a solid, resilient strategy for sustainable water supply to minimize the impacts of future droughts.

In addition, the District has also participated in a Regional Water Supply Resiliency Study to identify potential new supply projects with our neighbors. This study is in collaboration with eight other water suppliers that receive water from the Russian River and the Sonoma County Water Agency and is scheduled for completion in Summer 2022.

For more information on both of these studies, visit nmwd.com/save-water/new-water-supplies



## Low Income Rate Assistance (LIRA) Program

Julie Blue, Auditor/Controller

Save up to \$90 a year.

This program is available to eligible low-income customers and provides a credit on a two-month billing cycle of \$15 per bill or \$90 per year.

A direct water customer who has a single-family residential account and is eligible for PG&E's income-based CARE program is eligible for the District's LIRA Program. Once approved the discount would apply to your next billing cycle.

To request an application or for further information call our billing department at 415-897-4133 or visit the website at nmwd.com/lira

Pay your bills online. Visit [onlinebiller.com/nmwd](https://onlinebiller.com/nmwd)

